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CHAPTER

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PAGE

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Purpose of This Study

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THE PERSONAL COUNSELING DEPARTMENT

AND

THE VOCATIONAL COUNSELING DEPARTMENT

IN THE BOSTON Y. W. C. A.

IV. SOURCES OF REFERRALS

THEIR RELATIONSHIP

A Thesis

Submitted by

Caroline Wells Ruhe

(B.L.I., Emerson College, 1927)

In Partial Fulfillment of Requirements for
the Degree of Master of Science in Social Service

1943

BOSTON UNIVERSITY
SCHOOL OF SOCIAL WORK

THE PERSONAL COUNSELING DEPARTMENT
AND
THE VOCATIONAL COUNSELING DEPARTMENT
IN THE BOSTON Y.W.C.A.
THEIR RELATIONSHIP

School of Social Work

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CHAPTER I

INTRODUCTION

The Young Women's Christian Association of Boston has within the scope of its program two departments which seemingly have developed a close relationship. The two departments are the Personal Counseling Department and the Vocational Counseling Department. Since 1933 each has clearly outlined for the other its particular function and the service each has to offer to an individual.

The Executive of the Personal Counseling Department took over the duties of that job in 1933 and in 1935, two years later, the present Executive of the Vocational Counseling Department assumed that position. Policies of intake and bases for referral from one department to the other have become more definitely established through the efforts of these two individuals.

Each year an Annual Report, which is mainly statistical, gives one an idea of how many referrals have been made either way and in general the kinds of problems which have been presented by clients. In 1941 the Personal Counseling Department issued a more elaborate and detailed account¹

¹ Boston Y.W.C.A. Personal Counseling Department, Annual Report, 1941.

of the place and function of such a department in a group work agency such as the Y.W.C.A. This account was both narrative and statistical and took into account the total picture. This report pointed out the very definite relationship that the Personal Counseling Department had to the Vocational Counseling Department in the service to the individual. It was pointed out in this report that the vocational and personal problems of an individual are frequently very much related to one another. In view of this fact it has been necessary to have the closest cooperative planning and joint understanding between the two counselors.

A more intensive study of the Personal Counseling Department's relationship to the Vocational Counseling Department was thought to be both of value and of interest to anyone in similar fields of work as well as to the Y.W.C.A.

This thesis will use certain statistics from the face sheet material to determine the age groupings, educational backgrounds, religion, marital status, occupation, and nationality of the girls and women seeking help. The sources of referrals and reasons therefore will be tabulated and an attempt will be made to show the correlation between this information and the problem as the Personal Counselor sees it.

The diagnosis or major problem as presented by the Personal Counselor will be explored and an effort will be made to group treatment of these under certain headings. A more

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The diagnosis of major problem as presented by the Personnel Counselor will be analyzed and an effort will be made to group treatment of these under certain headings. A more

analytic study will be made of certain case situations which will be found in the more important of these groupings. This will give an opportunity to study more clearly the actual relationship between the two departments and at the same time the service the Personal Counselor is ready to give.

This thesis will attempt to outline more definitely the actual problems which the Vocational Counselor in her capacity has referred to the Personal Counselor and the same thing the other way around. It will also work toward a better conception of knowing when a vocational maladjustment has intensified family or personal problems to the point of making them acute or when a personal maladjustment forces the vocational problem into the acute stage. The ways in which the two departments work cooperatively in the treatment plan for an individual will be studied.

The close relationship of the case worker in the clinic within the Younger Girls' Department has developed into a

A Certificate Wilson, Group Work and Case Work - Their Relationship and Practice

CHAPTER II

THE SET-UP OF THE Y.W.C.A. COUNSELING DEPARTMENTS

The Executive of the Personal Counseling Department is a Psychiatric social worker who has been associated with the Y.W.C.A. since 1933, a case worker working with her half-time for the past few years. Late in the year 1941 the Younger Girls' Department started the practice of employing a trained case worker who counsels members of that department as well as acting as supervisor of group work. This worker is under the supervision of the Executive of the Younger Girls' Department for that part of her job which is related to clubs and like programs and she is under the supervision of the Executive of the Personal Counseling Department for the counseling or case work done with the younger girls. All case records are kept in the one department. The set-up as arranged by the Younger Girls' Department is more or less a practical example of the coordination between group work and case work which Gertrude Wilson has discussed in her latest monograph¹.

The close relationship of the case worker to the clubs within the Younger Girls' Department has developed into a

¹ Gertrude Wilson, Group Work and Case Work - Their Relationship and Practice.

great deal of counseling with members who have indicated a desire or need for it. The other group work departments make referrals directly to the Executive of the Personal Counseling Department as do the Vocational Counseling and other like departments within the Association. Many referrals come from social agencies outside the Y.W.C.A., which agencies, perhaps, are using the Personal Counseling Department as the Social Service Department of the Y.W.C.A. The case work problems are accepted from many sources and case work help is given to the extent that clients have expressed a need for it.

The Executive of the Vocational Counseling Department has her Doctor's Degree in Education and has held her position since 1935. Also on the staff are two trained vocational advisors, one of whom specialized on the testing program. This department has recognized and is trying to meet a need for vocational counseling for the out-of-school young women. They may not have had such guidance in school and, even if they did have, many need assistance in meeting new situations and the adjustment that follows.

The department no longer conducts a placement service² but the counselors are able to refer clients to reliable placement agencies and will work with them in trying to achieve

² Previous to 1933 the Vocational Counseling Department did have a placement service.

a better employment adjustment for the individual.

The counseling program may require several interviews in order to work out the development of plans suitable to the client. Testing is not always a part of every plan because there are values and limitations in taking a battery of tests to determine one's future career. Many other factors such as a person's school record, work experience, and avocational interests must be taken into consideration as well as the outcome of the testing program. The Vocational Counselor at the Y.W.C.A. often uses the tests and tries to interpret them to the individual in such a way that she will be able to recognize certain meanings and their relation to other facts in making her vocational choice.

The services of both the Personal Counseling and the Vocational Counseling Departments are available to any individual desiring help in these areas. There are no membership requirements and no restrictions as to race or religion. The Vocational Counseling Department lays emphasis upon accepting those under the age of thirty³ but it is not adamant in upholding this ruling. The Personal Counseling Department has no age ruling and it works, like any social agency, with the

³ Boston Y.W.C.A., Vocational Counseling in the Young Women's Christian Association in Boston. Boston.

Social Service Index as a clearing house for its cases.

This study was made on the data derived from the 1942 records, therefore, it is wise to consider certain factors which might affect the results or conclusions.

Within the Personal Counseling Department the services of the half-time case worker were not available from September first through the end of the year. The worker who counsels the younger girls is handicapped in most of the possible referrals of that department to the Vocational Counseling Department because the girls come largely from the Boston schools where there is already a vocational guidance program. The Vocational Counseling Department has a policy whereby it does not test school girls who already may avail themselves of a guidance program in the school. The exception might be when the school indicated its interest in the guidance work of the Y.W.C.A. On occasions girls are referred for brief counseling service but rarely for an extensive guidance program.

The Vocational Counseling Department also was deprived of the services of one of its full time advisors from October first through the end of the year.

These factors are a part of the complete picture of 1942 in the counseling of girls and women. It is also necessary to make some general observations of the world conditions at this time. In December 1941 the United States

declared war and during the following year there was a gradual decrease in unemployment to the point that by the end of the year there was no widespread unemployment. It can be said safely that the need for extended relief had been almost wiped out.

The statement that anyone could get a job, which was heard everywhere, was somewhat true. The problem of readjustment as to type of employment, however, was coming to the front with women and girls especially. Men were being drafted in larger and larger numbers throughout 1942 and it was necessary that women assume men's jobs. The draft also was disrupting family life in many instances and the fact that Boston is a city where the Navy, Coast Guard, and Army have headquarters must be taken into consideration.

The information that was used in the Appendix, was used in gathering the data from the same records found in each department.

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Tables are used to show the distribution of the unemployed according to age, religion, occupation, education, marital status, and nationality. These facts have been gathered.

A Personnel Counseling Department Boston V.O.C.A.,
Annual Report, 1941.

CHAPTER III

STATISTICAL TABLES AND DISCUSSION

There were four hundred twenty-two cases treated in one way or another by the Personal Counseling Department during 1942. This total is only slightly lower than the number served in 1941 which was given in the Annual Report as four hundred thirty-eight¹. Many of the cases were listed as old ones while a large number were new in 1942, having been referred by social agencies and by other departments in the Association.

The interest in this study is in the one hundred twenty-four cases which have been known to both the Personal Counseling and the Vocational Counseling Departments. The schedule, which appears in the Appendix, was used in gathering data from the case records found in both departments. The information that each of the one hundred twenty-four cases had a Vocational Counseling contact was taken from the Personal Counseling Department individual record card.

Tables are used to show the distribution of the clients according to age, religion, occupation, education, marital status, and nationality. These facts have been gathered

¹ Personal Counseling Department Boston Y.W.C.A., Annual Report, 1941.

from the individual record cards and are valuable in better understanding the clients.

One can readily see that no one particular age grouping has been asking for service of the two departments. It is well to note that there are thirty-seven individuals beyond the age of thirty.

TABLE I
AGE GROUPS AND NUMBER OF PERSONS
FROM EACH FOUND IN SCHEDULE

Age in Years	Number of Persons
15 - 17	10
18 - 20	28
21 - 24	21
25 - 30	28
31 - 36	21
37 and over	16
Total	124

The Y.W.C.A. has been known generally as a Protestant organization but its many services are open to all regardless of religion or race. This appears in graphic form in the following table where only about fifty-five per cent are known to be Protestant.

TABLE II
RELIGIOUS AFFILIATIONS
OF GROUP STUDIED

Religion	Number of Persons
Protestant	68
Roman Catholic	31
Jewish	8
Unknown	17
Total	124

The educational background of the cases studied was more difficult to tabulate because a large number indicated having attended various types of specialized schools giving specific training.

TABLE III
EDUCATIONAL RECORD OF GROUP

Education	Number of Persons
Grammar School	7
Attended High School	24
High School graduate	41
Attended College	9
College graduate	13
Trade and Business School	19
Specialized School graduate	7
Not listed or not known	4
Total	124

One would expect to find that most of the girls were single because of the appeal of the Y.W.C.A. This is borne out by Table IV.

TABLE IV
MARITAL STATUS OF GROUP

Marital Status	Number of Persons
Single	107
Married	10
Divorced or separated	5
Widowed	2
Total	124

The individual record cards noted in some instances the changes which had been made in occupation and the most recent information was used in the tabulation. The reason for the category "None Listed" was to be able to include the unemployed at the time of intake as well as those who failed to list employment. For instance, a girl might list herself as being a stenographer but be unemployed at that time. This would increase the number in the clerical grouping. Another girl might leave the occupation a blank although she also might be an unemployed stenographer.

TABLE V
OCCUPATIONS OF GROUP

Occupation	Number of Persons
Clerical	30
Industrial	20
Student	18
Domestic	14
Professional	9
Housewife	2
None listed	31
Total	124

Nationality has been difficult to tabulate except in the cases of the girls who were born in a foreign country. When a girl stated that she was of French descent it was assumed that one of her parents or both were born in France. There was such a wide scatter of nationality that only the foreign born have been listed by country and the others have been included under "Foreign descent".

TABLE VI
NATIONALITIES WITHIN GROUP

Nationality	Number of Persons
Foreign born:	12
Germany	1
Russia.	1
Sweden.	1
New Zealand	1
Virgin Islands. . .	1
Great Britain . . .	3
Canada.	4
Sub-total	12
Foreign descent	50
U.S. parentage and U.S. born	40
U.S. born (No descent listed)	22
Total	124

These tables show the general composition of the group of cases which were studied. Both departments have indicated an interest in helping a girl regardless of race or creed and it appears that this philosophy has been carried through. It is natural to expect that the largest number of girls would be single. Slightly more than 62 per cent fall within the age grouping of eighteen to thirty years. Exactly 50 per cent are either foreign born or of foreign descent and only 25 per cent have less than a high school education. The religion was not always recorded but 55 per cent were known to be Protestant. The occupational groupings are probably not accurate because the girls might not have answered this question consistently in the same way. With this in mind it is noted that the largest category was the "None listed" and the next was the "Clerical" group.

This short survey of the entire number gives the picture of a young and rather well educated group. An analysis of the types of problems which these girls and women have presented will help to complete the picture.

CHAPTER IV

SOURCES OF REFERRAL AND ANALYSIS OF CASES REFERRED FROM VOCATIONAL COUNSELOR TO PERSONAL COUNSELOR PREVIOUS TO 1942

A rather composite picture of the more obvious facts about the one hundred twenty-four clients who have been known by the Personal Counseling and the Vocational Counseling Departments has been given already. At this time it is of value to consider source of referrals, number referred by Personal Counselor to Vocational Counselor and vice versa so that one may see the beginning of the relationship of the two departments. Table VII and Table VIII will give these facts. It is of interest to note that in 1942 there were seventy-five referrals from Vocational Counselor to Personal Counselor as compared with ninety-one in 1941.¹ One must remember that Table VII does not give all referrals to Personal Counselor but only lists those studied.

The Y.W.C.A. has one residence which is always referred to as "Forty Berkeley Street", and is so listed in Table VII. The Program Interviewers are the intake workers who see girls and women who are not sure of the service they would like at the Y.W.C.A.

¹ Boston Y.W.C.A., Personal Counseling Department, Annual Report, 1941.

TABLE VII
SOURCES OF REFERRAL
TO PERSONAL COUNSELING DEPARTMENT

Source	Number of Persons
Vocational Counselor	75
Other Social Agencies	18
40 Berkeley Street	10
Program Interviewers	7
Other Sources	7
Other Y.W.C.A. departments	5
Self	2
Total	124

TABLE VIII
CLASSIFICATION OF PERIOD OF ORIGINAL REFERRALS

From Vocational Counselor to Personal Counselor:	
Previous to 1942	30
Within 1942	45
From Personal Counselor to Vocational Counselor:	
Previous to 1942	11
Within 1942	27
Known to both without referral	11
Total	124

The listing, in Table VIII on the previous page, "Previous to 1942" means that the case was referred originally before 1942 and was again active in 1942.

A complete analysis of the reasons why the Vocational Counselors have referred girls to the Personal Counselors will indicate the areas in which the former did not feel competent to explore. The following quotation from "Counseling Young Workers"² shows that element in a situation:

Vocational problems are, of course, closely associated with other problems, and in working them out many clients need other types of assistance such as family service, recreational, medical, or psychiatric service. While the counselor takes these into consideration, he will always keep in mind that his equipment fits him especially to deal with the vocational phases of his client's needs. When it develops that other problems constitute the major need he will seek to secure the service of workers who are similarly expert in these fields.

There were thirty cases known as old ones. It is true that perhaps a case first became active the latter part of 1941 and had very few contacts in 1942, yet was counted among the old cases. One was first known in 1932 and had asked for some service nearly every year through 1942. Five date back to 1933 and two of these were seen by the Personal Counselor in 1933 with no contact again until 1942. Twenty-four or the remaining number do not date back beyond 1938 and 1939. Eleven of the twenty-four first made application in

² Jane F. Culbert and Helen R. Smith, Counseling Young Workers, Page 3.

September or later in the year 1941. This gives an idea of what the term "Old Cases" does mean.

Forty-five cases were referred from Vocational Counselor to Personal Counselor within the year 1942. Some of these were short contact cases and only a few interviews took place. There were others that were being carried into 1943. The reasons for referral do not vary a great deal within these two groups. It is difficult to point out just how the two departments have functioned together in the treatment plans of the thirty cases within the year 1942 as compared with treatment plans of the forty-five cases. Therefore, the first group will be studied in a more general way while the second group will be thoroughly analyzed. A number of cases worked on by both counselors will be closely examined. Following this, certain relationship factors will be pointed out and discussed.

The reasons for referral are rather varied but even though the reasons may be stated in different words each time, they fall into a certain larger classification. Table IX indicates the thirty cases with the reasons and the number referred for each reason. This table appears on page 21.

The Vocational Counselor oftentimes is handicapped in proceeding with testing and counseling a client because she does not know enough about the individual who has been referred by another social agency. The Personal Counselor

TABLE IX
 REASONS FOR REFERRAL FROM VOCATIONAL COUNSELOR
 TO PERSONAL COUNSELOR IN THE OLD-CASE GROUP
 (PREVIOUS TO 1942)

Reason	Number of Persons
Emotional problem	16
Family problem	4
Financial assistance	3
Secure background information from social agency	3
Medical problem	2
Recreational service	2
Total	30

is a case worker and is qualified to be given such confidential information as may be necessary. She is familiar with the work of the Vocational Counselor and can interpret this to the agency. The Personal Counseling Department actually appears as the social service department of the Y.W.C.A. Therefore, the Vocational Counselor refers to the Personal Counselor for background information from the social agency. Usually the client is not seen by the Personal Counselor but the three cases listed in this group were seen by the Personal Counselor who found that they were asking for guidance in their personal needs.

A small number of clients were referred for medical needs. They had evidently expressed some concern in the

vocational interview but in every case the problem was complicated by emotional disturbance about family background as related to present adjustment in life.

A family problem appeared in two different ways after the clients were referred to the Personal Counselor. One girl indicated that the crisis in her family situation had been passed and she felt that with care everything would come out all right. Another girl had to work out her own emotional adjustment in view of the fact that her mother had been diagnosed as a "psychopathic personality". She was fearful of what might happen to herself. There were two girls who needed to have more understanding mothers in regard to their present problems. They had been tested by the Vocational Counselor but indicated they were not free to make their own choices. The Personal Counselor interviewed the mothers and found in each instance a not uncommon discord in relationship between mother and daughter.

Occasionally a girl is referred to the Personal Counselor for social experience or a program of activities. This is usually done when the person doing the referring has some doubt about the ability of the girl to take part in group activity. One of these referrals was on the basis that the girl had a physical handicap and would need special programs. The other girl was not quite sure how she might get along with other girls. The real problem with the latter was as much

an emotional one as any. This is an example of how the reason for referral is sometimes quite different from the actual problem as the Personal Counselor sees it.

Financial need is usually complicated by other feelings of insecurity and inadequacy to meet every day relationships. Two of the cases could be considered almost entirely relief cases. With the others, financial assistance was a cause of their emotional disturbance.

The reasons for referral of the remaining number showed a great many ways of saying about the same thing, such as the girl being too upset, or disturbed about some personal problem to be able to take a job and be a success, or too maladjusted to be happy on the job. The Personal Counselor recognized such serious mental difficulties in four of the cases that she conferred immediately with other community agencies specializing in the field of mental disorders. In nearly all the cases she was able to establish a relationship close enough to permit her to proceed with some kind of treatment.

The immediate problems of a client are very often expressed as needing money, a place to live, a place to meet people, or medical aid. It then is the task of the case worker to discover not only the external but also the internal pressures. In some of these cases it is recognized that the Vocational Counselor put in words the girls' feelings of

insecurity and inadequacy. In these instances the Personal Counselor started at a different point than she did when she interviewed the girl who only wanted money enough to buy her lunch. The latter may have been the reason acceptable to the client for referral. Perhaps the Vocational Counselor recognized other needs also but did not discuss these with the client.

This may be the explanation for the fact that out of the thirty cases the Personal Counselor recognized an emotional problem as well as more obvious ones in twenty-six. In the other cases her role was to act as social service contact in the Y.W.C.A., though in two cases the need was largely financial.

Treatment plans are instituted by the case worker who must have certain ideas about what she is able to do or not to do. The process is best explained in a quotation from Ruth Peterson:³

It seems of major importance that the case worker have the function of her agency clearly in mind. This means that in the intake interview or interviews, the client and case worker together will ascertain what the client's problem is, what he wants and is able to do about it, and what the case worker as representing the agency can do to help the client with his problem.

In this analysis the short contact is recognized as a form of treatment. Perhaps it would be more clearly under-

³ Ruth Peterson, The Use of Psychiatric Consultation, The Family, 23:96. May 1942.

stood if it were called the disposition made of the case, but it seems more logical to proceed in the form used so far, (1) reasons for referral, (2) the problem as the Personal Counselor sees it, and (3) the treatment given by the Personal Counselor in the light of her function and the Y.W.C.A.'s function in the community. It is necessary, therefore, for her to consult the Social Service Index for other agency contacts.

There were seven short contact cases with little help given by Personal Counselor. Some emotional insecurity was recognized but evidently it was not serious enough for the client to make the worker do anything about it. Three of these cases were helped in the Vocational Counseling Department by having tests and some job counselling.

The Personal Counselor outlined the problem and her job as a case worker in three cases. She tried to show how she might help but her offer was not accepted. The relationship with the Vocational Counselor was evidently more acceptable to these three clients because of the very nature of her work. It must be remembered also that beyond this concern there is the fact that, "the first and hardest lesson to learn about people is that they can be helped only if they want to be helped."⁴

⁴ Karl De Schweinitz, The Art of Helping People Out of Trouble, Page 35.

There is a certain amount of treatment and skill involved in referring a person to another agency or back to an agency where she is already known. Five were referred to other agencies with little contact with the Vocational Counselor. Three of the five have a pattern of drifting back to the Y.W.C.A. and Personal Counselor on occasions. If there is an emergency it is met by the Personal Counselor and the girl is again referred to the proper agency.

During the year 1942 two girls who had been known by the Personal Counselor for a long time came back to the Vocational Counselor for vocational guidance. The Personal Counselor was consulted and background information was given in the light of their immediate needs. No further contacts with the Personal Counselor were made.

There are four cases who are and have been receiving supportive treatment. They are known by the Personal Counselor and have contact with the Vocational Counselor only when the former thinks it is a wise plan. Usually at these times the Personal Counselor gives the vocational help under the direction of the Vocational Counselor. These girls are the ones who seem to be unable to make an adequate personal and vocational adjustment to life. They have deep seated emotional difficulties and they have not responded to regular psychiatric treatment, instead there is a need for continuing and stabilizing contact with a mature person like the Personal

Counselor.

In one case a girl accepted a great deal of help from the Vocational Counselor and then was referred to the Personal Counselor who went on with case work treatment. She needed more than the Vocational Counselor could give her and in this case the Personal Counselor picked up where the Vocational Counselor left off.

The Vocational Counseling Department and the Personal Counseling Department, for at least half of 1942, held regular weekly conferences for the purpose of discussing the cases known to both departments. Other brief consultations took place whenever necessary. These conferences have not been recorded and one is only aware of their existence because of notations in both records on some cases. It is not known whether or not each case was discussed.

A real case work relationship with the Personal Counselor was built up in the case of six clients out of thirty. It appears from the records that three of these had little contact with the Vocational Counselor while the other three indicated a cooperative basis of adjustment. In five cases the Personal Counselor either consulted a psychiatrist or made direct referrals. In the latter procedure her relationship with the client was to give the help which any psychiatric social worker would give.

Actually a small number of these cases were served in

both the Vocational Counseling and the Personal Counseling Departments during 1942. On the whole they presented personality or emotional problems. A certain number have indicated a desire to depend upon the Personal Counselor for support in emergencies. No doubt supportive treatment is much more in the field of case work than it is in vocational guidance. A strong relationship with the Vocational Counselor was built up with some girls who did not accept referral to the Personal Counselor. This might be called one of the danger spots for the Vocational Counselor. It is true that she naturally tries to establish some rapport and ease with her clients, but if she happens to go beyond the interest in the job to an interest in a client's personal problems, it may make it very difficult for the client to go over the same material with some one else. It is interesting to note the service the Personal Counselor gives to the Vocational Counselor in helping a younger girl toward vocational adjustment when the girl is dominated by a family problem. There were two cases in this group where the Personal Counselor interviewed the mother to assist her to understand the needs of the daughter.

The next chapter will analyze the cases known within the year 1942. It shows more evidence of the cooperative basis for working with the two departments.

CHAPTER V

ANALYSIS OF REFERRALS FROM VOCATIONAL COUNSELOR TO PERSONAL COUNSELOR WITHIN 1942

There were forty-five cases referred to the Personal Counseling Department from the Vocational Counseling Department within the year 1942. The reasons for referral appear about the same as in the last group studied. Table X indicates the reasons and the numbers of clients in each category. The emotional problem has been expressed in various ways such as, "shyness, inability to meet people", "girl seemed bewildered and discouraged", "evidences of emotional disturbance in vocational contact". The need for understanding the home background or a feeling of inadequacy in making living arrangements have been placed in the grouping, "home or family problem". The remaining categories are more self explanatory.

The problem recognized by the Personal Counselor in securing background information from a social agency was to interpret such information to the Vocational Counselor in the light of the client's present needs. These clients were not interviewed by the Personal Counselor but she had conferences with the Vocational Counselor about them. The Personal Counselor also interpreted the test results to the referring social agency.

TABLE X
REASONS FOR REFERRAL
FROM VOCATIONAL COUNSELOR TO PERSONAL COUNSELOR

Reason	Number of Persons
Emotional problem	22
Home or family problem	7
Financial problem	6
Secure background information from social agency	6
Medical problem	2
Recreation	2
Total	45

There were a number of short contact cases in which it was necessary for the Personal Counselor to give a quick diagnosis of the major problem and perhaps refer them to other agencies. In five instances the Vocational Counselor had one or two interviews and decided that the girl's problems were largely financial or need for recreation. She then referred them to the Personal Counselor, but no appointments were made. In six cases there was only one interview with the Vocational Counselor and one interview with the Personal Counselor. Three of these girls needed financial aid and they were assured of such help, although one of them was soon found to be a runaway and was referred to Traveler's Aid while another was eligible for Red Cross help. The other

three girls were referred to other agencies and at the same time the Personal Counselor encouraged them to return to her for counseling if necessary.

Ten cases had been known long enough by the Vocational Counselor to have had tests and several interviews. During this time the Vocational Counselor recognized other needs and referred them to the Personal Counselor for interview. In one case in which the Vocational Counselor felt there was a financial need no interview was necessary because the Personal Counselor learned from the Social Service Index that there were a number of interested agencies, and found that adequate aid was being given. Two clients asked for help in family problems and the Personal Counselor suggested the community resources available for such help. One girl had appeared emotionally disturbed about her job but the Personal Counselor could not determine that it was any major problem. The need was actually in the vocational field. Six girls were referred for emotional problems and the Personal Counselor recognized the seriousness of these. The Personal Counselor referred three of them to psychiatrists and found that the fourth was already being seen by a psychiatrist. One of the three accepted the suggestion of going to a psychiatrist. It may well be that the other two followed the suggestion at a later date. The remaining two were rather disturbed emotionally, and the Personal Counselor explained how she might help but nothing

further was done about it. It must be assumed that these girls were not ready to do anything about their problems.

Occasionally a client makes a definite mistake in noting the difference between the Vocational Counselor and the Personal Counselor. This happened in two cases which were referred to the Personal Counselor without an interview in the Vocational Counseling Department. Their needs were recognized by the receptionist who sent the girl to the Personal Counselor. One was referred on the basis that she was unhappy about her living conditions. In one interview the Personal Counselor found that she was already known to another agency but she had appealed to the Y.W.C.A. for help because some one had a friend who had been aided at the Y.W.C.A. The Personal Counselor assured the client that she would contact the other agency about her most recent needs. The other referral was for recreational planning. The Personal Counselor discovered the client had been a mental case and was known to two other agencies. After one interview the client was referred back to these agencies.

Six cases, all of which had been referred for emotional problems after one interview with the Vocational Counselor, were carried on by the Personal Counselor. Three of the clients were beyond the thirty year age level. It will be remembered that the Vocational Counseling Department does not care to counsel this older group, which may have been an

added reason for referral. One of this group was interviewed a few times by the Personal Counselor who found that the client had a very poor voice and was continually losing jobs and blaming others for her situation. The Personal Counselor conferred with a psychiatrist and it was decided that a case work relationship was not enough in this situation, but that a direct referral to a psychiatrist might be threatening. Therefore, the Personal Counselor, as the first step, referred the client to a voice teacher who had an analytical point of view.

The other two of the three over thirty established a good relationship with the Personal Counselor who carried on through a number of interviews. One client was found to be emotionally dependent upon others and the Personal Counselor attempted to help her to a better adjustment through release by talking-out her present problems. The Personal Counselor suggested tests to determine her ability for employment. The tests were given by the Vocational Counselor but the Personal Counselor interpreted the results to the client. The whole case was actually handled by the Personal Counselor. The other client was found to be in the midst of freeing herself from home, father, and housework. She was already known to two doctors who were consulted by the Personal Counselor. In referring this person, the Vocational Counselor questioned her employability. This was discussed with her in a very

realistic fashion by the Personal Counselor. Plans were made with the client in view of the reality situation that she was an untrained, unskilled person, past forty years of age, with no work experience. After a time the Personal Counselor presented one or two employment possibilities which were given real consideration by the client. At the last interview the client made the statement that with the Personal Counselor she had really talked herself into liking one of the jobs. Four months later she reported that she was still liking it and that she had been treated as an individual for the first time in her life by the Personal Counselor.

The first of the three remaining cases which the Personal Counselor carried was referred twice in the same year. The original referral was by the Vocational Counseling Department and after a time the client was sent to a psychiatric clinic. Later in the year she returned to the Health Education Department and again manifested the same nervous mannerisms. This department wanted reassurance that it was all right for the girl to go swimming. The Personal Counselor contacted the clinic which made a diagnosis and the recommendation that she be allowed to go swimming unless she should become a nuisance in the pool.

The second girl was referred after she had asked for, and received, suggestions from the Vocational Counselor for a change of employment. She then indicated her real problem

which was disturbance over the fact that she was adopted. There were several interviews in which the girl discussed her feelings about her adoptive parents. After the problem became definite enough the Personal Counselor suggested that the girl see a psychiatrist who has been especially interested in the problems of adoption.

The third client had been referred to the Vocational Counselor by a social agency. Talking to the girl briefly disclosed the fact that the Vocational Counselor felt her problem was largely a recreational need. The Personal Counselor established a good relationship with the client who exhibited many emotional conflicts about her life. She accepted the idea of going into a club at the Y.W.C.A. It was necessary to change workers with her at that time and therefore the Personal Counselor, with whom she had had no contact, introduced her to the club. This evidently broke the relationship because she did not return.

There were eleven cases out of the forty-five which could be called a joint responsibility, in which the two departments worked in a cooperative way toward the better adjustment of the clients. Case conferences were held and methods of treatment were discussed at these conferences. It has already been stated that these conferences were not systematically recorded but results were given in the record. Also, the Vocational Counselor's record card usually made

the notation that a case conference took place. Seven of the clients were referred on the basis of emotional needs but with all eleven the Personal Counselor recognized after one interview some emotional conflict over a present need. In order to show more clearly the cooperative work each case will be analyzed.

1. A girl was referred to the Vocational Counselor by her employer. She wanted to know the work for which she was best suited. Tests were given and she showed ability for academic work but was unable to make a good showing in the dexterity tests. At this point she indicated a great deal of conflict over her present employment and over making any further choice so she was referred to the Personal Counselor with a full discussion of her present situation.

The Personal Counselor learned that there were other agencies interested in the family and secured some background information from them. The Personal Counselor then felt that it would not be wise for her to continue her relationship beyond the one interview. She did, however, have one conference with a worker from an interested social agency about the present needs of the girl as she had expressed them at the Y.W.C.A. Later in the year the girl reported that she had been able to change her job and was very happy in it.

The Personal Counselor did very little with the client but she was able to recognize and diagnose the present needs.

Then, she served the individual by interpreting these needs to the Vocational Counselor and to the worker in the agency which already knew the family. It must be noted that apparently the girl felt a certain satisfaction in this service or she would not have taken time to report that she had changed her job and was happy about it.

2. A nineteen year old girl was given tests and at times appeared most uncooperative. She showed borderline intelligence and the Vocational Counselor appealed to the Personal Counselor for help in interpretation and method of handling the situation. The girl was given job counseling within limited areas but her aunt objected to this. The Personal Counselor suggested that she discuss it with the aunt and an appointment was made. The aunt had brought up the girl and was not ready to accept the results of the tests. In the interview she indicated that there were other problems also complicating the situation. The Personal Counselor explained to the aunt how the Vocational Counselor and the Personal Counselor might help and recommended a more individual test for the client. This was done for the purpose of showing the aunt more careful results. The Personal Counselor then outlined the problem which had been presented by the aunt and also the function of the Vocational Counselor and the Personal Counselor. She recommended the Bellevue test for the client. An appointment was made and later broken which would probably

indicate that the aunt and the client were not ready for further help.

3. A college graduate, thirty years old, requested tests on the basis that she was not getting the satisfaction she desired out of her work experience. She was found to be superior in general intelligence and that among her interests social work rated highest. She appeared disagreeable in the test situation and the Vocational Counselor felt that there was something more than her job disturbing her. On this basis she was referred to the Personal Counselor, but the Vocational Counselor told the girl that the Personal Counselor would be able to explain what it would mean to be a social worker. There was a discrepancy between the reason for referral given the girl and the reason given the Personal Counselor. The girl immediately demanded from the Personal Counselor the ways in which she might become a social worker without wishing to discuss her own personality in relation to any job situation. She did not respond to the Personal Counselor and only appeared disagreeable. It was evident that she did not desire further service from the two departments.

4. A school girl was uncertain about her future plans. The Vocational Counselor gave her tests and found there seemed to be some family situation which might complicate the solution of any problem. The Vocational Counselor discussed this with the Personal Counselor who had one interview with the

client. After this the Personal Counselor had several interviews with the mother with whom the major problem seemed to be. The mother was in a great conflict over the fact that she and her daughter were living with a sister and brother-in-law who wished to take the girl as their own child. The Vocational Counselor and the Personal Counselor worked together rather closely on the girl's needs as far as they went but the Personal Counselor was the only one needed after the major problem was determined and the mother became the client.

5. A girl who had proven unsatisfactory on a job in a hospital was referred to the Vocational Counselor by the hospital. She seemed very bewildered and discouraged over her whole situation and when the Personal Counselor was suggested to her as someone who might help in such situations she welcomed the opportunity. There were several interviews with the Personal Counselor during which a good relationship was built up. The Vocational Counselor gave the tests and the results showed why the girl had failed on a clerical job. The Vocational Counselor and the Personal Counselor conferred and the decision was that the Personal Counselor should be the one to interpret the test results to the client. There were other complications in relation to the family and friends which made this girl feel so unhappy and disturbed. All this made the Personal Counselor feel that the girl might become very depressed at times. Therefore, she was encouraged to return to

the Y.W.C.A. at any time she wished. This would become one of the supportive treatment cases.

6. A girl with a business education indicated to the Vocational Counselor her unhappiness concerning her employment and her family situation. The Vocational Counselor helped her with job counseling and referred her to the Personal Counselor for her family problem. The Personal Counselor found that she had a mother who was chronically ill in a hospital and that she was trying to live with a father whom she hated. She had many fears of a mental breakdown. There were several interviews with both the Personal Counselor and the Vocational Counselor, but each remained within her function. No tests were ever given. After a time the client was able to get away from her father to live elsewhere, found a good paying job, and in general felt that she was ready to accept life.

7. The Program Interviewer referred a girl to the Vocational Counselor because she desired job counseling. After one or two interviews the Vocational Counselor felt that the client seemed shy and lacked enough courage to go out and look for a job. The client also complained of health problems. On this basis she was referred to the Personal Counselor, who looked at her total situation. The Personal Counselor felt that the client's physical complaints had a neurotic basis and that environmental change might help. The Personal Coun-

selor recommended a rest home and the Y.W.C.A. Personal Counseling Department paid for the room for the client for a short time. Following this she was encouraged to return to the Vocational Counselor and the Personal Counselor for further help in her problem of adjustment. This had not occurred at the end of 1942.

8. A girl had many contacts with the Vocational Counseling Department in 1933 and 1934 during which time she built up a rather close relationship with the Vocational Counselor. She returned in 1942, indicated her problem of extreme shyness and was referred to the Personal Counselor who had several interviews. The Vocational Counselor explained that the Personal Counselor was a psychiatric social worker ready to help in her particular problem. The first interview showed the Personal Counselor that the major problem was deep seated enough for her to recommend a psychiatrist. The client accepted this idea and from then on saw the psychiatrist and used the Personal Counselor to get psychiatric interpretation and reassurance in going on with treatment. She took tests in the Vocational Counseling Department and was told that she would be able to go on further in her own work or train for a new field. The Vocational Counselor referred her for more information to a vocational advisor at a college. The last report from the psychiatrist stated that the client was getting along well. It can be seen from this that each worker

had something to offer this client and that each kept within her function.

9. A twenty-three year old girl, born of German-American parents, presented many problems to the Vocational Counselor. She wanted to take a course in animal husbandry, but could not seem to arrive at a definite decision and indicated that she was afraid of a mental breakdown. She was referred to the Personal Counselor who found that her reason for worry over a mental breakdown was that she had a mother in a state hospital and a paternal aunt in Germany who had been judged insane. She had been living with her father until six months before, when he died suddenly. She appeared confused in her personal feelings as well as her vocational plans. She was given tests and was surprised to learn that she had mental ability for college. Her desire for animal husbandry rather complicated plans which the Vocational Counselor was able to suggest about college training. The Vocational Counselor found the colleges which would accept a woman in such a course and also encouraged the client to write some women who had graduated with such training. The client had many interviews with the Vocational Counselor and the Personal Counselor who also had many conferences over plans for this girl. The final decision was that the Personal Counselor should carry the major responsibility of the case with help about colleges and jobs from the Vocational Counselor. The girl finally planned

on a business course which would prepare her for a job more quickly, after which she might earn her way through college. She has expressed the idea that the Vocational Counselor and the Personal Counselor helped her maintain stability and work out a vocational plan.

10. A graduate of a well known music school came to the Vocational Counselor asking for possibilities for a position outside of her former profession. She really wanted to continue her musical education but she lacked financial backing. She seemed disturbed, upset, and obviously physically tired, so that the Vocational Counselor referred her to the Personal Counselor for the obvious reason that perhaps she needed a period of rest. The Vocational Counselor explained further to the Personal Counselor that it would be helpful to discuss her total situation. The Personal Counselor referred her to the Boston Dispensary and worked with her on her whole problem. She was unable to manage her money and the Personal Counselor aided financially but found many times that the client did not follow through on a plan. The Personal Counselor and the Vocational Counselor both thought that she seemed quite dependent upon their ideas but was unable to carry one out herself. They were trying to work toward a better adjustment for this client. Finally she just disappeared with no word as to where she was going.

11. A member of one of the adult clubs at the Y.W.C.A.

dramatized to the secretary of the club and to the Vocational Counselor her feelings about her present job as a domestic and the fact that she was due for a nervous breakdown. She was referred to the Personal Counselor on this basis. The Personal Counselor immediately established a good rapport with the client and succeeded in getting her to think more concretely about her job. She pointed out the function of the Vocational Counselor who might give tests and help her to get into more satisfactory work. The Vocational Counselor administered tests and found that she rated rather low and probably could never do clerical work. The client seemed unable to grasp the full significance of this. At first she was very afraid of leaving her job as a domestic but finally did take this step. She found a new job as waitress which seemed to appeal to her much more. The Personal Counselor's training in case work helped in getting this client to think calmly and constructively rather than to be so emotional and dramatic.

It might be well to summarize these cases and examine more closely how the Vocational Department has used the Personal Department in service to the individual. There were six principal reasons for referral, (1) background information, (2) family problem, (3) recreation, (4) medical, (5) emotional, (6) financial. The financial problem is almost self-explanatory and here it means that the client is in need of money for sustenance until a job can be secured. The Y.W.C.A.

has a limited amount of money to be used for this purpose. Therefore, if the problem is entirely financial and appears likely to be of long duration the client is referred to a relief agency. The Vocational Counselor may continue her guidance even under these circumstances.

The need for background information which the Vocational finds might be handled entirely by the Vocational Counselor directly with the social agency. There are certain definite reasons, however, why this might not be satisfactory. At the present time, case workers only recognize case workers in giving out information from a case record. The Personal Counseling Department has on its staff case workers. These workers also know and appreciate the task of the Vocational Counseling Department in giving its best service to the individual. They can judge the amount of background information necessary for such service and can also be interpreters to the outside social agency. In view of the fact that a number of cases in this group were referred for necessary background information it might save time if an outside social agency would refer clients to the Vocational Counseling Department through the Personal Counseling Department.

There were a number of short contact cases with which the Personal Counselor did very little. The reasons for this may be summed up by saying that the client was not ready to accept any treatment plan or that the treatment was outside

the function of the Y.W.C.A. and referral to another agency was necessary.

The statement that the client was not ready to accept treatment may be commented upon briefly. In one instance the girl sought the help of the Vocational Counselor because she was having difficulty with her job. The Vocational Counselor felt that her problem was largely emotional and referred her to the Personal Counselor who in turn suggested a psychiatrist. This may well have been a very threatening experience. The client may have recognized her emotional difficulty but may have been unable just then to grasp its fullest significance. Therefore, it was most disturbing for someone else to put into words the very things the client may have been avoiding. There seemed also to be other situations in which the Vocational Counselor did not make clear to the client the basis on which she was referring her to the Personal Counselor. This handicapped the Personal Counselor in forming a relationship which would have value in treatment. Ordinarily a case work relationship has its beginning with the client seeking help on a particular problem and the social worker taking on the responsibility of helping that client to solve the problem. The following statement was made by Dr. Maeder on this subject:¹

¹ Leroy M.A. Maeder, M.D., Diagnostic Criteria, The Concept of Normal and Abnormal, The Family, 22:171, October 1941.

The case worker's approach to the person with the problem, beginning in the first treatment interview, will be (1) to effect rapport or a speaking relationship with him; (2) to elicit, define, and pose the problem in its broad aspects; and (3) to give the client some encouragement that, with the assistance of the case worker, he will eventually attain the goal of his usual normal situation in life.

If the client presents only a vocational problem, and no added problem is pointed out to her by the Vocational Counselor, she actually has no starting point with the Personal Counselor. Therefore, the Personal Counselor cannot go on with treatment.

There appears to be some confusion in the minds of the clients as to the actual difference between the two counseling departments. Occasionally a referral is made immediately upon the basis that the problem is entirely within the field of the Personal Counselor. The Vocational Counselor may be asked to aid in the treatment plan but the Personal Counselor carries the case.

The analysis of the cases carried by both departments in a cooperative manner reveals the need for each to remain within her field. This is important to the client. There are exceptions such as the Personal Counselor giving vocational information but this is cleared with both departments and if necessary explained to the client.

A summary of the bases for referral of the entire seventy-five cases which the Vocational Counselor referred to the Personal Counselor has been given. The Personal Counselor has

recognized that almost the entire number have emotional or personality difficulties as their major problems. The number treated has been actually small.

In the description of all cases in Table VIII, Page 12, eleven cases were listed as referred from the Personal Counselor to the Vocational Counselor previous to 1943. It is difficult to be certain that these cases were all referred from the Personal Counselor to the Vocational Counseling Department. The records in both departments, in addition to the information given on the Personal Counseling record card, indicate that there were eleven cases shown by the Personal Counselor previous to 1943 and referred to the Vocational Counselor for further help. These are known as the old cases referred from the Personal Counselor to the Vocational Counselor and will be studied in the same manner as were studied the old cases referred from the Vocational Counselor to the Personal Counselor.

The girls were referred to the Personal Counselor by the Guidance Counselor, other school agencies, and the Program Director. The cases fall into the usual categories of emotional problems with all of them and were referred to the Vocational Counselor for help. Some were for vocational help. One was on the basis of physical need and one for financial.

CHAPTER VI

ANALYSIS OF REFERRALS FROM PERSONAL COUNSELOR TO VOCATIONAL COUNSELOR PREVIOUS TO 1942

In the tabulation of all referrals (Table VIII, Page 18) eleven cases were listed as referred from the Personal Counselor to the Vocational Counselor previous to 1942. It is difficult to be certain that these cases were all referred from the Personal Counseling Department to the Vocational Counseling Department. The records in both departments, in addition to the information given on the Personal Counseling record card, indicate that there were eleven cases known by the Personal Counselor previous to 1942 and referred to the Vocational Counselor for further help. These are known as the old cases referred from the Personal Counselor to the Vocational Counselor and will be studied in the same manner as were studied the old cases referred from the Vocational Counselor to the Personal Counselor.

The girls were referred to the Personal Counselor by Forty Berkeley Street, other social agencies, and the Program Interviewers. The reasons fall into the usual categories of emotional problems with an additional one referred because of emotional and financial need. Four came for vocational help. One was on the basis of medical need and one for financial

reasons.

The Personal Counselor interviewed the girls and recognized that there were serious emotional difficulties with all except three which were vocational adjustments. One of the three appeared unhappy about her job and other adjustments but was quite certain that it was entirely a vocational problem.

Eight of these cases have been known for a number of years by the Personal Counselor. The oldest of this group dates back to 1933, with all having been known at least since 1940. In some instances the contacts covered only a short time within the period.

1. One girl had been helped over a period of time previous to 1942 and returned within 1942 for vocational help. This was the entire service which she asked of the Personal Counselor and an appointment was made with the Vocational Counseling Department. She did not keep the appointment. One can only assume that she was not ready for such a referral and would have preferred going on with the Personal Counselor.

2. A girl referred by an outside social agency was transferred to the Vocational Counseling Department because she had had many contacts with it. The Personal Counseling Department discussed her needs with the Vocational Counselor. The Personal Counselor's contacts actually were slight. Tests and some job counseling were given by the Vocational Counselor, but the girl was too dependent upon others for decisions.

3. A sixteen year old girl became acquainted with the Personal Counselor through Camp and in 1942 a social agency requested vocational tests and guidance for her. At that time it was necessary for her to live at Forty Berkeley Street for a brief period. This was arranged for by the Personal Counselor. It was briefly a service by both departments.

4. The Personal Counseling Department acted in the capacity of a social service department of the Y.W.C.A. in taking from another social agency referral of a girl who needed tests and vocational guidance. Her needs were fully discussed with the Personal Counselor who consulted with the Vocational Counselor. The latter actually carried the case.

5. A girl was referred to the Personal Counseling Department late in 1941 by Forty Berkeley Street. One interview with the client indicated to the Personal Counselor that she was only dissatisfied with her job and was quite happy in her other adjustments. The Personal Counselor referred her to the Vocational Counselor who had known the girl in previous years. The Vocational Counselor felt there were personal problems complicating the vocational problem but the girl refused to accept such an interpretation.

6-11. There are six cases with long records of many contacts with the Personal Counselor. In some instances the treatment can be called merely supportive. They all had emotional and personality difficulties and the Personal Counselor

was a person in the community to whom they could turn. They have needed the Vocational Counseling Department's help on occasions and have accepted it. Part of the time the Vocational Counselor suggested that the Personal Counselor give vocational guidance under the Vocational Counselor's direction. At least half of these cases probably will not progress to the point of becoming independent of the aid of the Y.W.C.A. It might well be a question as to how long such a relationship should be allowed to go on. The other half of the number have indicated some growth. One in particular has stated that through the Personal Counselor and the Vocational Counselor she has attained a much more satisfactory status in the world. Without doubt, these cases have taken a great deal of time of both counselors. It has already been stated that oftentimes the Vocational Counselor did not go on with her relationship with the girl but it was necessary for her to consult with the Personal Counselor over the progress of the case.

These girls are all in the younger age group and on the whole have presented rather serious problems. They have needed someone in the capacity of the Personal Counselor to help them over the emergencies. Each of these girls needed a job and the Vocational Counseling Department helped in one way or another. Eight took tests and were given job counseling. The next chapter will reveal more about how the Personal Counselor uses the Vocational Counselor early in a case situation, as it will be

the analysis of the referrals in 1942.

CHAPTER VII

ANALYSIS OF REFERRALS FROM PERSONAL COUNSELOR TO VOCATIONAL COUNSELOR IN 1942

Twenty-seven cases in 1942 were referred to the Vocational Counselor for additional help. The Personal Counselor acted in the capacity of a social service department of the Y.W.C.A. in five of these cases. The Personal Counselor interviewed two of the clients because the referring agency wished her to do so and to evaluate the needs to the Vocational Counselor. The Personal Counselor has often been the interpreter to the outside agency and to the Vocational Counseling Department.

Two girls were referred to the Personal Counselor by outside agencies because they needed jobs in order to help them in their adjustment to life. The Personal Counselor began working with them on their total problem and suggested tests with the Vocational Counselor in order to determine their potential abilities. One was a college graduate, while the other had not finished high school. The college graduate wanted to get into something which would give her financial and personal security. The other girl, who was only sixteen, wanted a job so as to be independent of her family. The Personal Counselor recognized other problems with these girls and through them

strengthened her relationship. The help and the satisfaction which they both received from this interest manifested by the Personal Counselor may have been the reason why they were not responsive to the Vocational Counselor. The younger girl did not take tests but the other girl availed herself of that opportunity. The Personal Counselor carried the major responsibility of counseling.

Six clients had one or two interviews with the Personal Counselor and then were referred to the Vocational Counseling Department. They presented almost entirely vocational problems but for some reason they never kept their appointments with the Vocational Counselor. They evidently were not ready to accept this treatment.

There were ten cases which are counted as "brief service" with both departments. Neither department performed much in the way of treatment. There would be one interview with each counselor. The Vocational Counselor would give employment agency suggestions sometimes, and in certain circumstances this was all that was asked for or needed. Two of these clients confused the two departments and stated, before the Personal Counselor proceeded very far with them, that they wished vocational counseling.

Four cases represent cooperative treatment similar to that discussed in a previous chapter. The first to be considered here was a referral from another agency. This woman

was forty-six years old and had always remained at home but was free at this time to go out and earn her living. She was confused as to what she might be able to do and indicated some bitterness against other women. In view of the fact that she had some education the Personal Counselor recommended vocational tests. The client did not accept the idea readily, but followed the recommendation. The tests revealed that she had good intelligence and was capable of doing a number of things. She made a good impression in the Vocational Counseling Department. The Personal Counselor did not continue her contact but reported to the referring agency and further follow-up was done by the Vocational Counseling Department. This was an older woman beyond the age chosen by the Vocational Counseling Department as best fitted to accept their treatment. The Personal Counselor was able, however, to determine the client's potential abilities well enough to suggest the giving of tests.

The Program Interviewer referred a woman forty-seven years old and seriously crippled with arthritis. The client said she needed a job. Her physical disability was probably the reason why she was referred to the Personal Counselor rather than the Vocational Counseling Department. Again, the Personal Counselor felt that tests would help determine if the client had any special abilities. The Vocational Counselors administered the tests and gave interpretations and recommendations. Their service was brief but helped the Personal Coun-

selor to evaluate the problem and the treatment. The client was then referred to another agency which specializes in employment aid for handicapped people.

There were two cases of girls, one seventeen years old and the other twenty years old, who very definitely presented vocational problems with many complications. One of the girls was referred by her mother who was acquainted with the Personal Counselor. She was referred to the Vocational Counselor for tests. These were given, but the client had a very carefree and immature attitude about everything. This was disturbing to the Vocational Counselor whose job it was to give the interpretation of the tests. The Personal Counselor and the Vocational Counselor worked together and then consulted a psychiatrist about the client's needs. The psychiatrist was one who knew the client and had been treating her. The doctor recommended that the Vocational Counselor should proceed with the client on a very realistic basis. This was attempted but evidently was not clear to the client because at the end she indicated that she had not gained a great deal.

The mother of the other girl came to the Y.W.C.A. seeking help to understand her daughter's behavior. The Program Interviewer referred the mother to the Personal Counseling Department. The Personal Counselor soon learned that the mother was disturbed over many things, such as the girl's popularity, even though she had a slight physical defect, her lackadaisical

manner, which was like her father's, and at this time, her interest in leaving school because she was doing failing work. The father of the client had died and the mother had remarried. The step-father was not particularly well liked by the girl. The Personal Counselor had one interview with the girl and then recommended tests in order to determine her ability for school work. The girl accepted this idea and was referred to the Vocational Counseling Department. It was discovered that she would never go far in school. The Personal Counselor then discussed the total situation with a psychiatrist who felt that the Personal Counselor should proceed with case work treatment with the mother and pointed out her needs in the problem. Following this, the interpretation of the tests was given by the Personal Counselor to the mother, also, recommendation was made that perhaps a school away from home might be helpful. The Vocational Counselor interpreted the results to the client who exhibited little interest in the tests but did show real enthusiasm about going away to school.

There was one interview in which the Vocational Counselor, the Personal Counselor, and the mother talked together about the girl's needs in relation to a school. The mother accepted the idea that after the school was chosen, it might help for the Personal Counselor to see the Dean of the School. At this point the mother was encouraged to choose the school with her daughter. This was done and a letter was sent from

the Y.W.C.A. to the school telling of the interest of the Vocational Counseling and the Personal Counseling Departments in the case. Later, the Dean came in to see both counselors in view of the fact that the plan did not seem to be working out too well with the girl. Afterwards, the Dean suggested some changes and indicated that the school would continue for the present in view of the Y.W.C.A.'s interest.

This case ties in with four cases of similar nature which were referred from the Vocational Counselor to the Personal Counselor. In each case the Personal Counselor tried to build up a relationship with the mother while the Vocational Counselor worked with the girl or the client. There might easily be more of these situations if the Vocational Counseling Department counseled more of the younger girls because with them the social situation usually involves their families.

The summary includes many of the same elements given in earlier chapters. There is confusion between the two departments, the Personal Counseling Department acts in the capacity of a social service department for the Y.W.C.A., there are cases worked on cooperatively. It is evident that after an older woman has been recommended for tests the Vocational Counselor is interested in the hopeful case. The Vocational Counselors are working toward definite goals such as satisfactory employment for an individual. The Personal Counselor is also working toward the goal of seeing a person adjusted

well enough to meet her own problems as they come along. This belongs in the more intangible field, however, which makes a difference in trying to measure results.

At the beginning of this chapter it was stated that it was sometimes not clear when the Personal Counselor referred a case to the Vocational Counselor. A number of cases were found definitely not referred from one department to the other but to have had a great deal of cooperative work. These will be studied next.

After further investigation it was learned, through the Personal Counselor, that a few years ago the two departments were located in the same suite of offices and shared the same secretary. This would account for clearance of the cases. At the present time the Vocational Counseling Department secretary clears all the departments for the day with the secretary of the Personal Counseling Department to see if there is a need in that department. There is little doubt that many are found in this way. These cases in many ways seem to be more closely related to both departments than many of the others. First of

CHAPTER VIII

CASES KNOWN TO BOTH DEPARTMENTS

WITHOUT REFERRAL

FROM ONE TO THE OTHER

There were eleven cases which seemed, according to the records, to have been known in both departments and yet there was no direct referral from one counselor to the other. This was puzzling at first because one questioned how both departments became aware of the fact that both had the same client. Then a statement would be found that a conference was held on the case with the Personal Counselor and the Vocational Counselor or it might be said that the Vocational Counselor consulted the Personal Counselor who already knew the case.

After further investigation it was learned, through the Personal Counselor, that a few years ago the two departments were located in the same suite of offices and shared the same secretary. This would account for clearance of the older cases. At the present time the Vocational Counseling Department secretary clears all the appointments for the day with the secretary of the Personal Counseling Department to see if there is a record in that department. There is little doubt that many are found in this way.

These cases in many ways seem to be more closely related to both departments than many of the others. Nine out

of the eleven have been asking for help from the Y.W.C.A. for a number of years. Two date back to 1935, one to 1941, with the remainder of the nine since 1937. Two were referred to both departments within the year 1942 and because they have been given less service they will be summarized first.

1-2. Both of these girls were referred by Forty Berkeley Street to both departments. The Vocational Counselor's help was brief. She gave suggestions to each, as to where to look for jobs, and consulted with the Personal Counselor as to their future needs. One girl was interviewed once by the Personal Counselor and she was referred to the Traveler's Aid who went on with the case. The other girl was referred because she owed a bill at the residence. She was not sure about her future plans but she soon indicated that she felt self-sufficient to solve her own problems. She did not need further help from either the Vocational Counselor or the Personal Counselor.

3. Late in 1941 a girl was referred to the Personal Counseling Department by the Program Interviewer who felt inadequate to answer her need for recreation in the Y.W.C.A. She was asking for a regular program but personality difficulties complicated the situation. The Personal Counselor contacted a psychiatrist who already knew the girl. About the same time she was given tests and some guidance in the Vocational Counseling Department. The Personal Counselor and the

Vocational Counselor discussed the case and decided that recreation was most needed. No further appointments were kept. From the record it is difficult to know just how much was accomplished which would satisfy the girl.

4. A woman, now approximately forty-three years old, has been known to the Personal Counselor since 1935. She was evidently known in the Vocational Counseling Department for a short time previous to that. The woman has been unstable and incapable of holding a nurse's job for which she has been trained. The Personal Counselor has had to aid financially and has attempted to help out by giving her suggestions of employment possibilities. The Personal Counselor has called several people but the client was always vague about making appointments. She evidently finds the Personal Counselor ready to give her some help and therefore has established a pattern of returning to the Y.W.C.A. when her problem becomes acute. Her total situation appears to be definitely not hopeful and the treatment as given by the Personal Counselor must be credited with being supportive.

5. A younger girl who had been to the Y.W.C.A. camp was later referred by an outside agency for tests and guidance. This was done by the Vocational Counseling Department but the girl felt some dissatisfaction over the way in which the referring agency handled the recommendations. In 1942 the Personal Counseling Department contacted the agency to see if the Vo-

cational Counseling Department should continue its guidance work. It was decided not to continue for the present. The Personal Counselor had little contact with the girl but helped the Vocational Counselor in her follow-up and evaluation.

6. A brief contact with the Personal Counseling Department in 1937 was made by a girl who in 1942 returned to the Vocational Counselor for vocational guidance. The old record was used for social history and the Personal Counselor consulted with the Vocational Counselor about the development of the case. Tests were given as well as interpretation. This case evidently was found to have been known by the Personal Counselor through the method of clearing names with the Personal Counseling Department and the Vocational Counseling Department mutually.

7. A girl who has many serious medical problems and is somewhat neurotic was first known by the Vocational Counseling Department previous to 1935. During the period of 1933 and 1934 a great deal of what might be called personal counseling was being done in the Vocational Counseling Department. In 1935 she was referred by Forty Berkeley Street to the Personal Counseling Department where she built up a real relationship with the Personal Counselor. The latter has given financial aid at times and in general has been the one in the community to whom the girl feels able to turn. The case is not a hopeful one, and it was last known in the Vocational Counseling Depart-

ment in 1940 at which time tests and some job counseling were given.

8. A woman known over a period of years in both departments was referred to the Personal Counselor because she appeared disorganized and confused. She had many serious medical problems which the Personal Counselor helped alleviate. The Vocational Counseling Department gives tests upon the request of an outside agency, but at no time did the Vocational Counselor give any counseling in this case without consulting with the Personal Counselor. In 1942 the client returned to the Personal Counselor because she was out of a job again. She was referred to the Vocational Counseling Department but made no appointment. The records of both departments indicate that this case has really been carried by the Personal Counselor with some help from the Vocational Counselor.

9. A girl was referred by an outside agency to the Personal Counseling Department for club activity. Previous to this she had had one appointment in the Vocational Counseling Department about solving her vocational problems. It was not a satisfactory interview from the standpoint of the Vocational Counselor. In 1942 she returned to the Vocational Counseling Department and then was given tests. The Personal Counselor and the Vocational Counselor worked together and in case conference decided that the Vocational Counselor should go on with the case. The recommendation was that she be urged to

make plans for herself, using the Vocational Counselor only as an aid.

10. The Personal Counselor has known this girl for a number of years. She has shown a real need for help in a variety of ways related to her becoming an independent adult. It has been a case work relationship striving for the client's growth. A year after she came to the Personal Counseling Department she was referred to the Vocational Counseling Department by Forty Berkeley Street for help in getting a job. In the first interview agency and job suggestions were given her. After this the Vocational Counselor discussed the case with the Personal Counselor. The decision was made that she should be referred back to the Personal Counselor for counseling. The Vocational Counseling Department only continued as it was called upon by the Personal Counseling Department to give tests and employment suggestions. This girl presented a real problem and it was thought wiser to confine the relationship to one person.

11. A girl was referred by another department in the Y.W.C.A. because she needed some financial aid. Immediately the Personal Counselor recognized a deep emotional problem which was continually complicating her job adjustment. The Personal Counselor allowed the client to work out some of her feelings concerning her family background. This was done under a psychiatrist but she continued to ask for interpretation and

reassurance from the Personal Counselor. The Vocational Counselor contact was previous to the one with the Personal Counselor. She accepted job counseling and formed a habit of dropping in rather regularly to talk with the Vocational Counselor about her employment. She evidently enjoyed the Vocational Counselor and her interest in helping others. This case was probably discussed at one time or another but there is no evidence of both departments working cooperatively on the development of the case.

The majority of these cases presented rather serious emotional and medical problems and have been known for a number of years by the Y.W.C.A. Many of them have been active in the club departments. On the whole they represent most of the same problems and the same kind of cooperative work as the cases studied in previous chapters.

CHAPTER IX

SUMMARY AND CONCLUSIONS

The development of the Vocational Counseling and the Personal Counseling Departments within the Boston Y.W.C.A. has presented an interesting study of the relationship of the two. The Vocational Counseling Department employs well trained counselors who assist individuals in the solution of their educational and vocational problems. During the year they come in contact with about 1200 persons. The Personal Counseling Department with its social case workers helps approximately four hundred fifty persons during a year. These individuals are seeking help toward a better adjustment in life. The vocational problem oftentimes becomes complicated by a personal problem and the same is true in reverse.

This situation offers opportunity for cooperative relationship between the two departments. In order to make a factual study of these relationships one hundred twenty-four cases known to both departments within the year 1942 were studied. This number represented approximately 29 per cent of the case load of the Personal Counseling Department in 1942.

On the whole, the clients were found to be single, young, and fairly well educated, although many were older women seeking a more satisfactory vocational and emotional adjustment. The problems fell largely within the emotional

category. Some of them were serious enough for the Personal Counselor to seek help for them from other community resources. These clients have proven incompetent to handle their own vocational problems. It is hard to determine which might have caused the other but both vocational and personal problems were present.

It seems that the most significant part of the study has appeared in the relationship factors. In the first place it was not a two way relationship because the Vocational Counseling Department referred more cases to the Personal Counseling Department than were referred the opposite way. The policies which determine the referral bases have been worked out by the present heads of the departments through practice and experimentation.

There has been some real cooperative counseling with each counselor remaining within her function. The help given a girl and her mother or guardian was one of real importance. The Vocational Counselor aided the girl by giving vocational guidance while at the same time the Personal Counselor helped the mother or guardian understand the needs of the girl and her own needs.

The treatment plans in such cooperative counseling have been discussed in case conferences held weekly by the two departments. The thinking of the counselors has not been recorded and one can only assume the process by which a decision

was evolved.

There were certain factors in the relationship which indicated weaknesses in serving the individuals to their satisfaction. The Vocational Counselor at times built up such a strong relationship with the client that referral could not be made successfully to the Personal Counselor. This meant that the Personal Counselor could not proceed with satisfaction to client and counselor.

There was also the danger of a client being referred too quickly from one department to the other without sufficient preparation. The lack of preparation was most obvious in several cases in which the Vocational Counselor presented to the client one basis for referral to the Personal Counselor and presented to the Personal Counselor another basis. The Vocational Counselor felt that the client would not understand the reason as given to the Personal Counseling Department. The failure to prepare the client for such a referral meant complete lack of success in the counseling process.

Sometimes clients were confused also by the similarity in the names of the two departments. Occasionally a client would have a short interview with the counselor of one department and find that she really wanted help from the other department. This meant immediate referral but had proven difficult for client and time consuming for the counselor.

These two departments set up to work with personal

was involved.

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These two departments set up to work with personal

and vocational problems in a cooperative way could become better integrated by the recognition of these relationship factors: (1) case conferences should be recorded, (2) the Vocational Counselor should be careful to avoid building a too strong relationship with the client whom she wishes to refer to the Personal Counselor, (3) the Vocational Counselor should explain to the client the actual basis of referral to the Personal Counselor, (4) too quick referrals from one department to the other without sufficient preparation should be avoided.

These two departments are of real importance to the Boston Y.W.C.A. They have been ready to give clients what they have needed or wanted.

The improvement of these factors would help to create better understanding between the two departments. It would also strengthen the service to the individual because the satisfaction of the client is the goal of both the Vocational Counseling and the Personal Counseling Departments.

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Approved,

Richard W. Conant

Dean

APPENDIX

APPENDIX

Name..... Unit of Referral.....

Address..... Referred by.....

Age..... Reason.....

Marital Status.....

Religion..... Problems Contact in YOUTH.....

Occupation..... Later Contacts in YOUTH.....

Place of Birth.....

Spouse.....

Parents.....

Personal Counselor's Summary.....

of Major Problems.....

Treatment or Disposition.....

of Problem.....

Number of Interventions.....

Optional Counselor's Summary.....

of Major Problems.....

Treatment or Disposition.....

of Problem.....

Indicate if there has been only one interview and then referred.....

to Internal Counseling Department.....

APPENDIX

APPENDIX

SCHEDULE

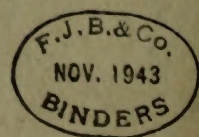
Name.....	Date of Referrals.....
Address.....	Referred by:.....
Age.....	Reason.....
Marital Status.....	
Religion.....	Previous Contact in YWCA....
Occupation.....	Later Contacts in YWCA.....
Place of Birth:	
Self:	
Parents:	
Personal Counselor's Summary	
of Major Problem:.....	
Treatment or Disposition	
of Problem.....	
Number of Interviews.....	
Vocational Counselor's Summary	
of Major Problem:.....	
Treatment or Disposition	
of Problem.....	
Indicate if There Was Only One Interview and Then Referred	
to Personal Counseling Department.....	

APPENDIX

SCHEDULE

.....	Name.....
.....	Address.....
.....	Age.....
.....	Marital Status.....
.....	Religion.....
.....	Occupation.....
.....	Place of Birth:
.....	Self:
.....	Parents:
.....	Personal Counselor's Summary
.....	of Major Problem:.....
.....	Treatment or Disposition
.....	of Problem.....
.....	Number of Interviews.....
.....	Vocational Counselor's Summary
.....	of Major Problem:.....
.....	Treatment or Disposition
.....	of Problem.....
.....	Indicate if There Was Only One Interview and Then Referred
.....	to Personal Counseling Department.....

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